

CA Service Desk Manager 17.0: Using the xFlow Analyst Interface 200



Course Overview

One of the key challenges in an IT organization is the provisioning of cost-effective and high-quality IT service support. CA Service Desk Manager 17.0 (CA SDM) offers you an enterprise-class support system that helps you do just that by providing visibility into the IT infrastructure before they disrupt vital business operations.

CA SDM provides L1 analysts with a new xFlow Analyst Interface to further enhance their effectiveness to organize, create, and resolve tickets. In this course, you will become familiar with new features of this interface with the aim to help you more quickly organize, create, update, and resolve issues.

PRODUCT RELEASE

CA Service Desk Manager 17.0

COURSE TYPE, LENGTH & CODE

- Web Based Training (WBT)
- Two (2) Hours
- 33SVD20800

PREREQUISITES

- Working knowledge of CA Service Desk Manager 17.0 as an L1 analyst

WHO SHOULD ATTEND

- Service Desk Analyst
- Service Desk Manager
- Service Desk Administrator

What You Will Learn

- Create tickets using active assistance
- More easily review the story timeline on a ticket
- Collaborate with analysts and follow up with end users
- Quickly locate a product expert who has resolved similar tickets, and resolve tickets by showing similarly solved issues
- Export a list of tickets to Excel for further spreadsheet analysis
- Organize tickets more efficiently by using the Card or List views, work streams, “heat” values, “weather” forecasts, and filtering
- Enhance communications by sending notifications directly to users connected to a ticket and posting messages to an entire team

For Managers

In today’s complex business environment, IT services costs are being cut but service quality must still improve. When issues arise, you need to solve them as efficiently as possible. CA SDM provides you with what you need to achieve this.

CA SDM provides your L1 analyst team with a new xFlow Analyst Interface to further enhance its effectiveness to organize, create, and resolve tickets. In this course, your team will become familiar with new features of this interface with the aim to help them more quickly organize, create, update, and resolve issues.

Course Agenda

Module 1: Work with the xFlow Analyst Interface

- Create and review tickets using active assistance
- Update and resolve tickets using the service genius and suggested solutions functionalities
- Collaborate with analysts and follow up with end users
- Organize your xFlow Analyst Interface
- Post notifications and team messages



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